GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2244
ANSWERED ON:03.08.2015
Quality of In-Flight Meals
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of the caterers who provide catering service to Air India on its domestic and international routes along with the system to check the quality of in-flight meals;

(b) the details of the average expenditure per passenger incurred on food and allied services provided by Air India;

(c) whether several complaints have been received by Air India regarding poor quality of its in-flight meals during the last three years and the current year and if so, the details thereof along with the action taken by Air India thereon;

(d) whether there has been a recent incident wherein a lizard was found in Air India"s in-flight meals and if so, the details thereof along with the action taken in this regard; and

(e) the measures taken by Air India to improve the quality of its in-flight meals?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a) : The details of the caterers who provide catering service to Air India is Annexed. Samples of in-flight meals are checked by the shift Duty Managers on day to day basis. Also, surprise meal checks are carried out at caterer"s premises to monitor uplift of meals with regard to quality,quantity, taste, presentation and eye appeal. Discrepancies are brought to notice of the concerned caterer and corrective action taken.

(b) : Average expenditure incurred per passenger on food & allied services is as under :

<pre>
EXECUTIVE ECONOMY
CLASS (in Rs) CLASS (in Rs.)
DOMESTIC 245 118
INTERNATIONAL 470 220
</pre>

(c) : The details of complaints received regarding the quality of food served on Air India flights in the last three years and current year is as follows:

<pre>
YEAR NO. OF COMPLAINTS
2012 25
2013 30
2014 27
2015 Till June 13
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(d) : The incident was reported on flight No. AI-111 on Delhi/London sector on 11th June 2015. On investigation, it was found to be a false complaint. It was found that no passenger on the flight had lodged any complaint with the cabin crew on board. The Station Manager also
informed that no complaint had been received. Air India has already responded to the media in this regard.

(e) : Air India uplifts in-flight meals from reputed caterers who also cater to other international and domestic airlines. Surprise meal checks are carried out at caterer"s premises to monitor uplift of meals with regard to quality, quantity, taste, presentation and eye appeal. Periodic Hygiene Audits are also being carried out at caterer"s premises to improve the quality of meals.